

OPTOMETRIC/OPHTHALMOLOGY ASSISTANT

N- Not exposed to the task
1- Exposed to the task
2- Accomplished task with help
3- Accomplished task to criteria
4- Able to teach task

[illegible]

1. Introduction to Optometric/Ophthalmology Assistant

- 1.1 Identify the roles and responsibilities of team members
- 1.2 Identify the educational requirements and certifications of optometric/ophthalmology team members
- 1.3 Identify opportunities for employment in the optometric/ophthalmology fields
- 1.4 Identify and list the functions of the optometric/ophthalmology professional organizations(s)
- 1.5 Identify areas of employment for Optometric/Ophthalmology Assistants
- 1.6 Follow a chain of command
- 1.7 Practice professional work habits
- 1.8 Comply with state regulations for the occupational area
- 1.9 Locate OSHA poster(s) and MSDS(s) in clinical site
- 1.10 Identify OSHA regulations that pertain to clinical site
- 1.11 Identify biohazard labels
- 1.12 Identify different departments in a optometric/ophthalmology clinical setting.
- 1.13 Identify tasks and procedures that are commonly performed in each department of the optometric/ophthalmology setting
- 1.14 Apply ethical standards to occupational area
- 1.15 Apply legal standards to the occupational area
- 1.16 Demonstrate confidentiality in the occupational area
- 1.17 Demonstrate various public relations and marketing techniques
- 1.18 Identify, define and use terminology specific to the occupational area

2. Optometric Receptionist/Dispenser Office Skills

- 2.1 Demonstrate telephone techniques
- 2.2 Schedule appointment
- 2.3 Document messages
- 2.4 Maintain client files
- 2.5 Obtain general information from client
- 2.6 Identify types of optical insurance
- 2.7 Process insurance forms

[illegible]

3. Selecting and Ordering Glasses

- 3.1 Analyze prescription relative to facial anatomy
- 3.2 Evaluate client's needs and desires
- 3.3 Calculate fitting measurements
- 3.4 Identify lens types
- 3.5 Select appropriate lens type
- 3.6 Calculate lens size and availability
- 3.7 Calculate cost
- 3.8 Order glasses

4. Dispensing Completed Eyeglass Prescriptions

- 4.1 Notify client when order is completed
- 4.2 Align frames
- 4.3 Adjust and fit new prescription to client
- 4.4 Train client on care of lenses

5. Fitting Contact Lenses

- 5.1 Observe professional while analyzing prescription for fitting
- 5.2 Observe professional conducting trial fitting

6. Maintaining Supplies and Merchandise

- 6.1 Describe inventory procedures
- 6.2 Inventory stock and identify shortages
- 6.3 Order supplies/merchandise
- 6.4 Identify procedure for stocking/sharing merchandise
- 6.5 Pack goods for shipment
- 6.6 Demonstrate stocking/storing procedures
- 6.7 Identify basic stocking procedures
- 6.8 Price-mark stock

7. Completing a Sale Transaction

- 7.1 Write sales slip
- 7.2 Compute sales tax
- 7.3 Compute discounts
- 7.4 Accept checks
- 7.5 Process credit card sales
- 7.6 Process special order of merchandise
- 7.7 Construct a change fund
- 7.8 Complete a cash sale

N- Not exposed to the task
1- Exposed to the task
2- Accomplished task with help
3- Accomplished task to criteria
4- Able to teach task

[illegible]

8. Obtaining Product Information

- 8.1 Read merchandise labels
- 8.2 Obtain information from product distributors
- 8.3 Use manufacturers promotional materials

9. Practicing Selling Technique

- 9.1 Determine customer needs, wants and problems
- 9.2 Suggest and describe merchandise
- 9.3 Suggest product substitution and additional merchandise
- 9.4 Show customer benefits of merchandise
- 9.5 Show customer signs of quality construction
- 9.6 Handle customer objections
- 9.7 Explain warranties/guarantees
- 9.8 Demonstrate products

10. Preparing Merchandise Displays

- 10.1 Prepare display area and merchandise for display
- 10.2 Set up counter, window and interior display case
- 10.3 Prepare point-of-sale or banner
- 10.4 Clean and straighten display
- 10.5 Dismantle display